



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
CHILD PROTECTIVE SERVICES
SPECIALIST
(SOCIAL WORK SERVICES)
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for performing complex on-going social work services to families of the Department of Human Services. Work involves performing specialized professional investigations and assessments for families, providing direct services through assessment, crisis intervention counseling, and therapeutic treatment methodologies. Serves as lead worker. Reports to the Family Services Supervisor.

ESSENTIAL JOB FUNCTIONS

Receives referrals and investigates cases of suspected adult and child abuse and neglect; screens and makes determination for validity of abuse or neglect allegations. Evaluates high-risk situations and takes appropriate measures to ensure the safety of children. Independently works with and counsels families in the formation and implementation of service plans to reduce child abuse or neglect within the family. Participates in planning and evaluating adult and child abuse and neglect programs, foster care, and adoption.

Exercises emergency removal authority; interviews family members in order to study and document information regarding strengths, mental and physical development, abuse history, parenting skills, perceptions of reported incident, violence, and family and community support. Reaches factually supported conclusions in a timely and thorough manner with input from parents, children, extended family, social workers, and relevant community stakeholders to ensure safety.

Consults with and advises the multi-disciplinary teams and Family Assessment Planning Teams (FAPT) which exist within the community; may coordinate activities of these groups; serves as a community liaison and educator for issues of abuse or neglect; coordinates public education and community relations; disseminates information related to adult and child protective services.

Prepares cases for and testifies in court proceedings as required; executes court orders. Monitors progress and compliance with court orders and provides on-going case management services to reduce family conflict and to prevent out of the home placement; maintain accurate case records of assessment, activities, and service plans.

Provides training presentations and education on Child Protective Services policies and programs and remains abreast of current statewide policy initiatives and best practices related to the Human Services field.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services – Thorough knowledge of social work principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Child Protective Services - Thorough knowledge of the principles and practices of crisis intervention methods, counseling techniques, and support services to resistant clients, sufficient to ensure protection of children and adults. Thorough knowledge of state and local policies, laws, policies and procedures, and regulations related to adult and child protective services, foster care and adoption. Knowledge of the principles and techniques of intervention and treatment plans.
- Case Management – Thorough knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Critical Thinking – Using logic and reasoning to understand, analyze, and assess clients strengths, weaknesses and needs and make and act upon decisions
- Judgment/Decision Making – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments, and organizations.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Time Management – Ability to plan and organize daily work routine and caseloads. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Ability to present ideas, information, and opinions in a written format in order to prepare court reports, service plans, case narratives and correspondence. Ability to develop and conduct training presentations on a variety of policy and programs through presentations.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in a related human services field (Social Work, Human Services, Sociology, Psychology, Family & Child Development, Counseling, Gerontology, or Guidance & Counseling) or a Bachelor's Degree in any field; and 3-5 years of appropriate and related human services experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

Individuals in this position are required to work on-call and to respond to both routine and emergency situations.

Individuals shall complete skills and policy training specific to child abuse and neglect investigations and family assessments within the first two years of their employment.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards, violent individuals, communicable diseases, or rude/irate customers